

Section 18 —Privacy

Who may read or get copies of my medical record?

Your confidentiality is a top priority for us. Four Corners Community Behavioral Health follows federal laws about privacy of your medical record. Four Corners does not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. We will talk to you about privacy when you first come to Four Corners.

Section 19—Four Corners Operations

What if I want to know more about how Four Corners operates?

If you ask, we will give you more information on: how we choose providers and what is required of them, our grievance system and our confidentiality policy. We will also give you a copy of preferred practice guidelines. Additional information is available on the structure and operations of FCCBH, Inc. upon request.

Four Corners Community Behavioral Health, Inc. does not discriminate on the basis of race, color, national origin, physical or mental disability, or age in admission, treatment, or participation in its programs, services and activities.

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Section 1—Introduction

If you live in Carbon, Emery, or Grand Counties and are on Medicaid you are part of the prepaid mental health plan. Four Corners Community Behavioral Health is your Medicaid provider for mental health. You must get your mental health care through Four Corners. You cannot choose a different mental health plan, but you may be able to choose your therapist as described in Section 13 of this booklet. Four Corners also provides substance abuse services.

The purpose of this Medicaid Member Handbook is to provide you with a guide to getting mental health services. *You may get a copy of this booklet at least once a year. Ask the clinic receptionist for a copy.*

Section 2—Covered Services

What mental health services does Four Corners provide?

Four Corners Community Behavioral Health provides complete inpatient and out-patient mental health services. These services include:

- Psychiatric diagnostic interview examination
- Assessment and diagnosis; mental health evaluation
- Individual, family and group therapy
- Evaluation for medication
- Medication management
- Individual therapeutic behavioral services
- Individual skills training and development
- Psychosocial rehabilitation services
- Case management
- Transportation
- Inpatient hospitalization
- Psychological testing

Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, professional counselors, certified case managers, etc.

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In these situations, we will tell you in a letter that you may request a Medicaid Fair Hearing. The letter will tell you how and when to request the Medicaid Fair Hearing. We will also give you the State fair hearing request form to send to Medicaid. You must ask for a Medicaid Fair Hearing in writing. If you want, you may bring an attorney with you to the Medicaid Fair Hearing.

Section 17—Complaints/Grievances

What if I have a complaint?

If you have a complaint about anything other than an action, this is called a grievance.

How do I file a grievance?

You, your legally authorized representative, or your provider may file a grievance. Call the clinic where you receive services and ask about filing a grievance. You may request a meeting with your therapist or the clinic supervisor. You may also give us the grievance in writing. Please give it to the clinic supervisor, put it in the customer comment box or mail it. If you need assistance call the Compliance Officer, 435-637-7200

Attention: Compliance Officer
FCCBH, Inc.
P.O. Box 867
Price, UT 85401

You can always call Medicaid with a complaint if you choose.

When can I expect a decision on my grievance?

Four Corners will give you a decision within 45 calendar days after we get your grievance. We will either talk to you about our decision, or we will send you a letter. If you gave us your grievance in writing, we will always send you a letter back.

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Who may file an appeal?

You, your legally authorized representative, or your provider may file an appeal. We'll also include an appeal form with your Notice of Action letter.

When does an appeal have to be filed?

Your Notice of Action letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In some situations, you must let us know within 10 days and in other situations, within 30 days of the date on the actual Notice of Action letter. We will let you know which time-period fits your situation. If you need assistance call the Compliance Officer, 435-637-7200

When can I expect a decision on my appeal?

Usually we will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. We will let you know about this in writing. Also, you may want us to take more time for some reason. If so, let us know.

When you or your provider or FCCBH, Inc. thinks it's important to make a decision on your appeal quickly, we will usually make a decision within three working days.

Section 16—Medicaid Fair Hearings**What may I do if I am unhappy with the appeal decision?**

If you are unhappy with our decision on your appeal, or we cannot make a decision on your appeal as soon as Medicaid wants us to, you, your legally authorized representative, or your provider may ask for a State fair hearing with Medicaid. If Medicaid does not receive a Notice of Appearance at least 10 calendar days before the scheduled hearing they will assume that an attorney will not be present.

Section 3—Services Not Covered by the Prepaid Plan**What services are not covered?**

Medical detoxification, services related to developmental disorders and mental retardation, substance abuse treatment and some other services are not covered under the Prepaid Mental Health Plan. If you have questions on other services, call us or Medicaid at 1-800-662-9651.

Section 4—Choice of Provider**May I choose my mental health provider?**

If Four Corners Community Behavioral Health is not able to provide the covered service you need, arrangements may be made to have those services provided by another provider at Four Corners' expense.

Section 5—Transportation**How may I get help with transportation to Four Corners?**

Help with transportation to your mental health appointments is available. If you do not have a personal means of transportation, call the clinic in your area and ask for help with transportation, or talk to your therapist.



Section 6-- Interpreter Services / Alternative Formats

What if my English is not very good or I am hard of hearing?

We know that it may be hard to talk with your therapist if your first language is not English or you are hard of hearing. You may ask for an interpreter in a preferred language other than English including sign language. An interpreter can help you over the phone and go with you to your mental health appointments. To ask for an interpreter, call the clinic in your area or talk to your therapist. If you are hard of hearing, you can call Utah Relay Services at 711 or 1-800-346-4128. This telephone relay service, or TTY/TDD, is a free public service. If you speak Spanish, call Spanish Rely Utah at 1-888-346-3162. If you have a hard time speaking, you can call 1-888-346-5822 and a specially trained person will help you.

Que pasa si mi ingles no es muy bueno o soy muy dificil para escuchar?

Sabemos que debe ser muy dificil hablar con su Terapista, si su idioma no es el ingles o si Ud. tiene alguna dificultad para oír. Ud. puede pedir o demandar un interprete en su idioma nativo otro que el ingles, incluyendo el lenguaje con señas. El interprete puede ayudarlo a través del telefono y también el irá con Ud. a sus citas o sesiones de salud mental. El interprete le ayudara a hablar y entender lo que el Terapista le dice. Para pedir un interprete, llame a la clinica en su localidad o hable con su Terapista acerca de ello.

May I get this booklet or other written documents in another language or format?

We do not have this booklet in other languages. We do have this booklet and other vital documents in audio format, large print and compact disk (CD). To get information in these formats, call the clinic in your area.

Es posible obtener este folleto en diferente idioma o formato?

No, eso no es posible. No tenemos este folleto en otro idioma. Sin embargo, si tenemos este folleto en cinta de grabación o disco compacto (CD). Para obtener una copia del folleto en cinta de grabación o CD, por favor, llame a la clínica en su localidad.

Section 14— Actions

What are actions?

Actions are when Four Corners Community Behavioral Health:

- Denies (turns down) or approves fewer services than you wanted decreases the number of services or ends a service we had previously approved (If you agree with the change in your treatment, it is not an action. This is only an action if you tell us you don't want the change.)
- Denies payment for a service that you might have to pay for,
- Does not provide an intake appointment within the required amount of time for emergency, urgent, non-urgent care and you are not happy with this as described in Section 10 in this booklet).
- Does not settle an appeal or grievance you have filed with us as soon as we are supposed to.
- You are required to notify FCCBH, Inc. within 10 calendar days from the date of the Notice of Action to appeal if you want to continue receiving services and with 30 calendar days if you choose not to receive services while the appeal is pending.
- If the final resolution of the appeal is unfavorable to the enrollee the cost of the services furnished while the appeal or State fair hearing was pending may be recovered.

How will I know if Four Corners is taking an action?

We will send you a letter called a Notice of Action. You may appeal the action.

Section 15—Appeals

What is an appeal?

An appeal is your written request to have us look at the action again to see if we made the best decision.

Section 13—Services From Non-Plan Providers

May I get mental health services from someone other than Four Corners?

In special situations, especially to minimize or eliminate access problems, you may go to a therapist not employed by Four Corners. You and the therapist must get approval before you start receiving any services. You may ask to speak to the supervisor at the clinic nearest you about the request.

Remember, Four Corners Community Behavioral Health is the only mental health agency that can approve mental health services if you live in Carbon, Emery and Grand Counties. You may have to pay for care that we have not approved.

When can I expect a decision on my request?

Usually, we will make a decision on your request within 14 calendar days. Sometimes, we need more time to make a decision. We will let you know about this in writing and tell you that you may file a grievance, if you are unhappy with our need to take more time. Also, you or your therapist may want us to take more time for some reason. If so, let us know.

If you, your therapist or we think it's important to make a decision quickly, we will do so, generally in three working days. We will give you our decision about your request in writing, and we will also contact the therapist.



Section 7—Rights and Responsibilities

What are my rights and responsibilities as a client?

As a client at Four Corners, you have the right to:

- get mental health care regardless of your race, color, national origin, disability (mental or physical), sex, religion or age. If you feel you have been treated unfairly or discriminated against for any reason, you may contact the FCCBH, Inc. non discrimination coordinator at 435-637-7200 or Medicaid Constituent Services at 1-877-291-5583, or the federal Office for Civil Rights at 1-800-368-1019 and 1-800-537-7697 (TDD) or email to ocrmail@hhs.gov or you may go to their website at: www.hhs.gov/ocr.
- get information on the Prepaid Mental Health Plan;
- be treated with respect and with due consideration for your dignity and privacy;
- receive information on treatment options and alternatives;
- take part in treatment decisions regarding your mental health care, including the right to refuse treatment;
- be free from restraint or seclusion if it is used to coerce (force), discipline or used as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion;
- if the privacy rule in 45 CFR parts 160 and 164, subparts A and E, applies, the right to get a copy of your medical record, and if appropriate, to ask that it be amended or corrected, as specified in 45 CFR part 164, subpart E, sections 164.524 and 526;
- get mental health services according to Four Corners access and quality standards.

What are my responsibilities as a Medicaid consumer?

It is your responsibility to:

- always show your Medicaid card;
- always keep scheduled appointments;
- or, call and cancel or reschedule 24 hours in advance;
- be on time for appointments;
- follow treatment instructions;
- ask for help if you need it;
- participate with your therapist in your treatment plan and care;
- tell the receptionist and your Medicaid eligibility worker of changes in your address, phone number, or insurance;
- tell medical staff of all medications you are currently taking (including medical and mental health prescriptions, and over-the-counter medications, herbs, etc.);
- complete any surveys Four Corners gives you, including satisfaction and treatment progress surveys;
- respect the property, comfort, and confidentiality of others
- notify your treatment provider when you want to stop getting services.



Section 12—Mental Health Care in a Hospital

How do I get mental health care in a hospital?

Hospital care is usually called post-stabilization services. Four Corners Community Behavioral Health must pre-approve hospital care. Four Corners uses the Utah State Hospital Acute Care Psychiatric Unit for hospital care.

If a different hospital treats your emergency and wants to admit you to the hospital, the hospital **MUST** call us for approval. We may have you stay at that hospital or we may transfer you to Utah State Hospital Acute Care Psychiatric Unit. It's important to let the hospital know Four Corners is your Medicaid mental health provider so they may call us if they want to admit you.

How do I get mental health care in a hospital if I am out of Four Corners' geographical area?

Go to the nearest hospital and ask for help. Be sure to let the hospital know you have Medicaid and that Four Corners is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to ensure that they have the necessary approval.

***For After Hour Emergencies: Dial 911
And ask for the on-call mental health worker***



During regular business hours call toll free at 1-800-637-7340

Section 11—Emergency Services

What is an emergency and what are emergency services?

When you think your health or safety is in serious jeopardy or the health or safety of other individuals are in serious jeopardy, this may be an emergency. Emergency services are services given to treat your emergency.

How do I get emergency care?

Four Corners has 24-hour emergency services seven days a week. You may call any time to talk with a crisis worker. To get emergency care during the day, call the clinic in your area (see the list of clinic locations and phone numbers in the middle of this handbook). You will receive a clinical screening within 30 minutes. Also, you may go to the outpatient clinic between 8 a.m. and 5 p.m. and talk to a crisis worker right away. After business hours call 911 and ask for the mental health on-call worker.

Also, day or night, you may go to any hospital emergency room or qualified provider for emergency care. You do not have to get pre-approval. If you don't have your Medicaid card with you, tell them you have Medicaid and that Four Corners is your mental health provider. Have the emergency provider call Four Corners to tell us about the care they gave you.

How do I get emergency care if I am out of Four Corners' geographic area?

Go to any hospital emergency room or qualified provider and ask for help. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Four Corners is your mental health provider. Have the emergency provider

Section 8—Mental Health Advance Directives

What if I am ill and can't make mental health treatment decisions?

Utah law allows you to have a mental health advance directive. This is like an advance directive for medical treatment. This is called a "Declaration for Mental Health Treatment." This will tell us in writing what treatment choices you want made if you are unable to make decisions later. Your declaration is effective only if you and two other adult witnesses sign it. If you want more information talk to your therapist, case manager or other mental health worker.

Section 9—Payment for Services

Will I ever have to pay for mental health services?

Yes. You may have to pay for services if:

You signed in writing that you would pay for the service, before you got the service. AND

- You get a service that is not covered by the Prepaid Mental Health Plan.
- You get a service that is not pre-approved by Four Corners Community Behavioral Health, except in an emergency.
- You ask for and keep getting mental health services during an appeal with Four Corners or during a Medicaid State fair hearing. You may only have to pay for these services if the appeal or State fair hearing decision is not in your favor.
- (You must request a continuation of benefits within the time frames specified.)
- You are not on Medicaid when you get the service.

Section 10—Getting Mental Health Services

How do I ask for mental health services?

Make an appointment with the clinic nearest your home. (See locations and telephone numbers in this booklet.) If you need services in the evenings, let us know when you call. If you have an emergency you will receive a clinical screening within 30 minutes. (See Section 11 - Emergency Care.) If you require urgent care we will offer you an appointment within 5 working days. If you require non-urgent care we will see you within 15 working days. If your situation changes, and you think you need to be seen sooner, be sure to call us so we can talk about your needs again.

Where do I go for mental health services?

Four Corners Community Behavioral Health, Inc. offers the full range of outpatient services listed in Section 2. This includes providing short-term treatment for children, youth and adults suffering life-crisis situations, and ongoing treatment for people with chemical dependency and / or biological or severe mental illness.

FCCBH, Inc. Service Delivery Standard

- FCCBH, Inc. will offer highly responsive and effective services in a friendly and understanding manner.
- All individuals who contact FCCBH, Inc. will be treated with dignity, courtesy and respect.
- The services of FCCBH, Inc. are intended to assist our customers to maximize their personal effectiveness and to develop their potential.
- Information provided will be accurate and responses to needs will be timely.

Call FCCBH, Inc. toll free at 1-800-637-7340

Carbon County/Price

575 East 100 South
Price, UT 84501
435-637-2358
435-637-9141 Fax

Emery County/Castle Dale

45 East 100 South
Castle Dale, UT 84513
435-381-2432
435-381-2542 Fax

Grand County/Moab

198 East Center Street
Moab, UT 84532
435-259-6131
435-259-5369 Fax

Green River Outreach Clinic

Green River Medical FCCBH
305 W Main
Green River, UT
435-564-3434

East Carbon Outreach Clinic

Carbon Medical Four Corners
305 Four Corners Street
East Carbon, UT
435-888-4411

New Heights Clubhouse

77 South 600 East
Price, UT 84501
435-637-4246
435-637-6465 Fax

Interact Clubhouse

59 North 200 East
Moab, UT 84532
435-259-7340
435-719-4016 Fax

Lighthouse Center for Learning

251 West 400 North
Price, UT 85401
435-637-2306
435-637-4019 Fax

Price Community Outreach Treatment Team

77 South 600 East
Price, UT 84501
435-637-4262

Moab Community Outreach Team

196 E Center Street
Moab, UT
435-259-6131
435-259-5369 Fax

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FCCBH, Inc.
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Four Corners Community Behavioral Health

Medicaid Member

Handbook for Enrollees

Four Corners Community Behavioral Health, Inc. Administrative Offices

105 West 100 North

P.O. Box 867

Price, Utah 84501

Phone: 435-637-7200

Toll free at 1-800-637-7340

Fax: 435-637-2377

Visit our website at fourcorners.ws